Moxi™ behind-the-ear (BTE) hearing aid guide

unitron™ Hearing matters

Thank you

Thank you for choosing Unitron Moxi hearing aids.

At Unitron, we care deeply about people with hearing loss. We work closely with hearing healthcare professionals to make advanced, purpose-driven solutions available to everyone. Because hearing matters.

Your hearing aids

Hearing healthcare professional: _____

_____

Telephone: _____

Model: _____

Serial number: _____

Replacement batteries: ☐ Size 312

Warranty: _____

Program 1 is for: _____

Program 2 is for: _____

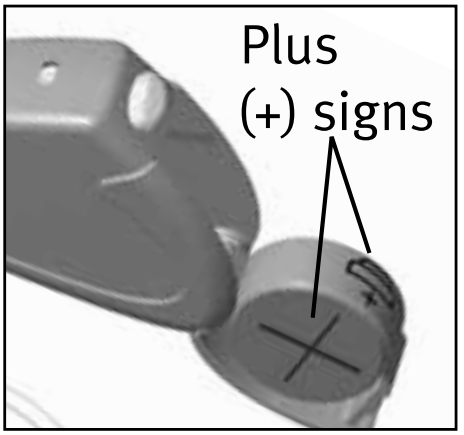
Program 3 is for: _____

Program 4 is for: _____

Date of purchase: _____

Quick reference

Changing batteries



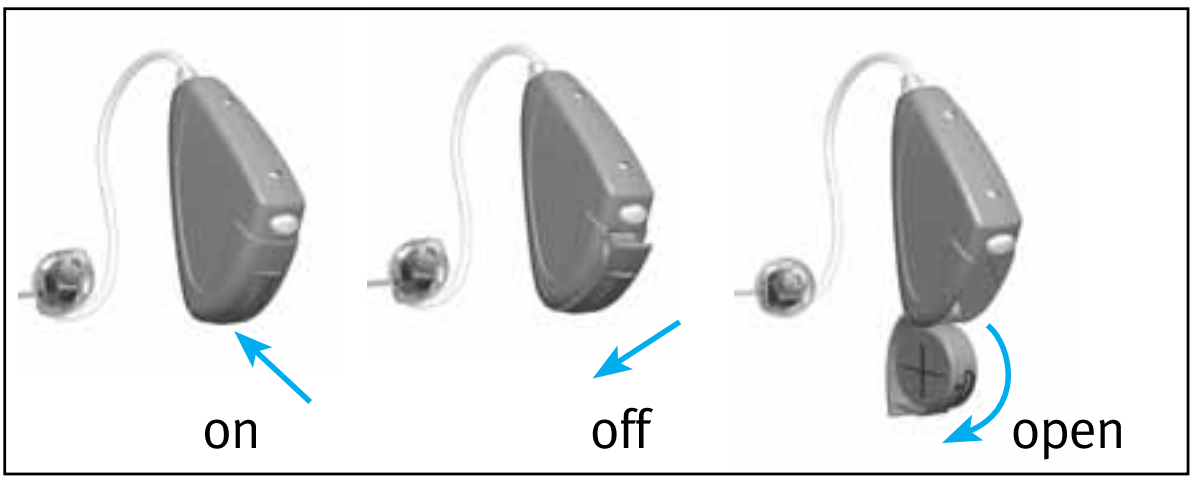
Low battery warning

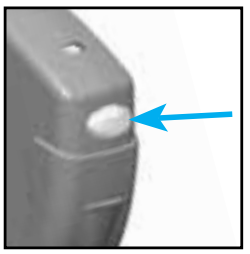
2 beeps every
30 minutes

Battery size

☐ 312

On/Off





Push button

- ☐ switching programs
- ☐ volume control; right aid=louder, left aid=softer
- ☐ comfort-clarity control; right aid=clarity, left aid=comfort

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Your hearing aids at a glance

1 **Wire** - sound travels down the wire to the speaker unit that is attached to your hearing aids

2 **Microphone** - sound enters your hearing aids via the microphones. An inner microphone shield protects the microphones from dirt and debris.

3 **Push button** - switches between listening programs, comfort-clarity setting or changes the volume level, depending on your customized fitting

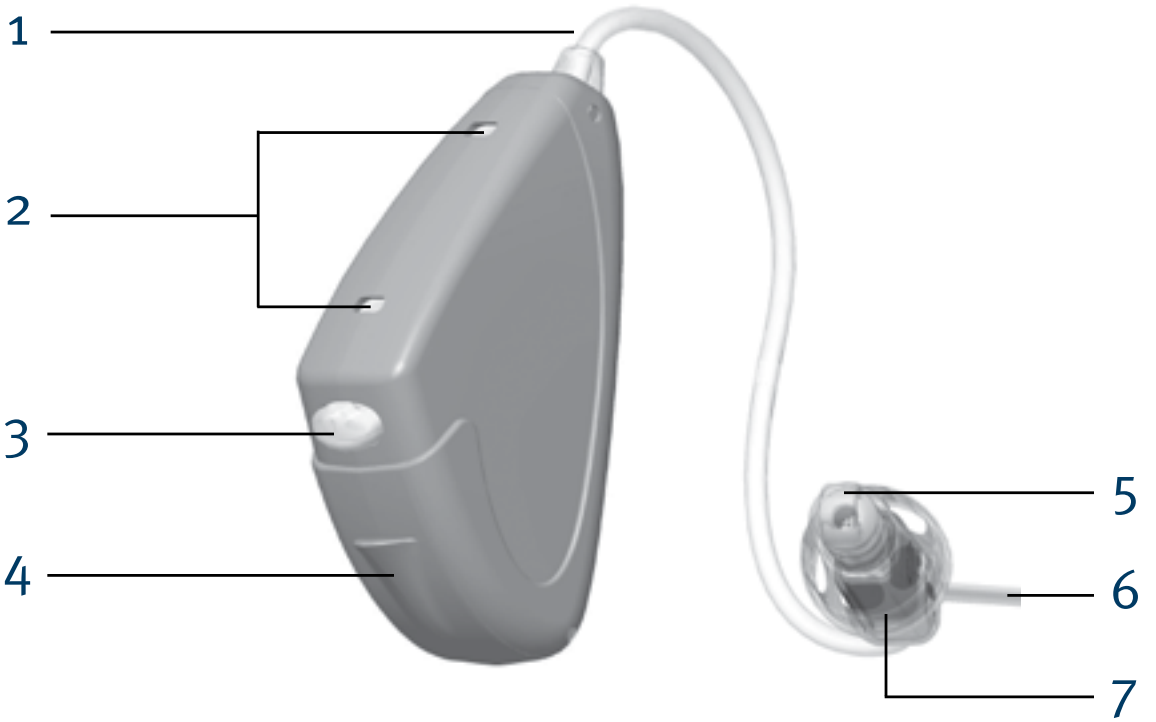
4 **Battery door/on & off** - close the door to turn on your hearing aids, partly open the door to turn off your hearing aids. Opening the door all the way gives you access to change the battery

5 **Dome** - holds the tube in place in your ear canal

6 **Retention piece** - helps prevent the dome and slim tube from moving out of the ear canal

7 **Speaker unit** - amplifies the sound and sends it directly into the ear canal

8 **Custom mold** - holds the hearing aids in place and contains the speaker unit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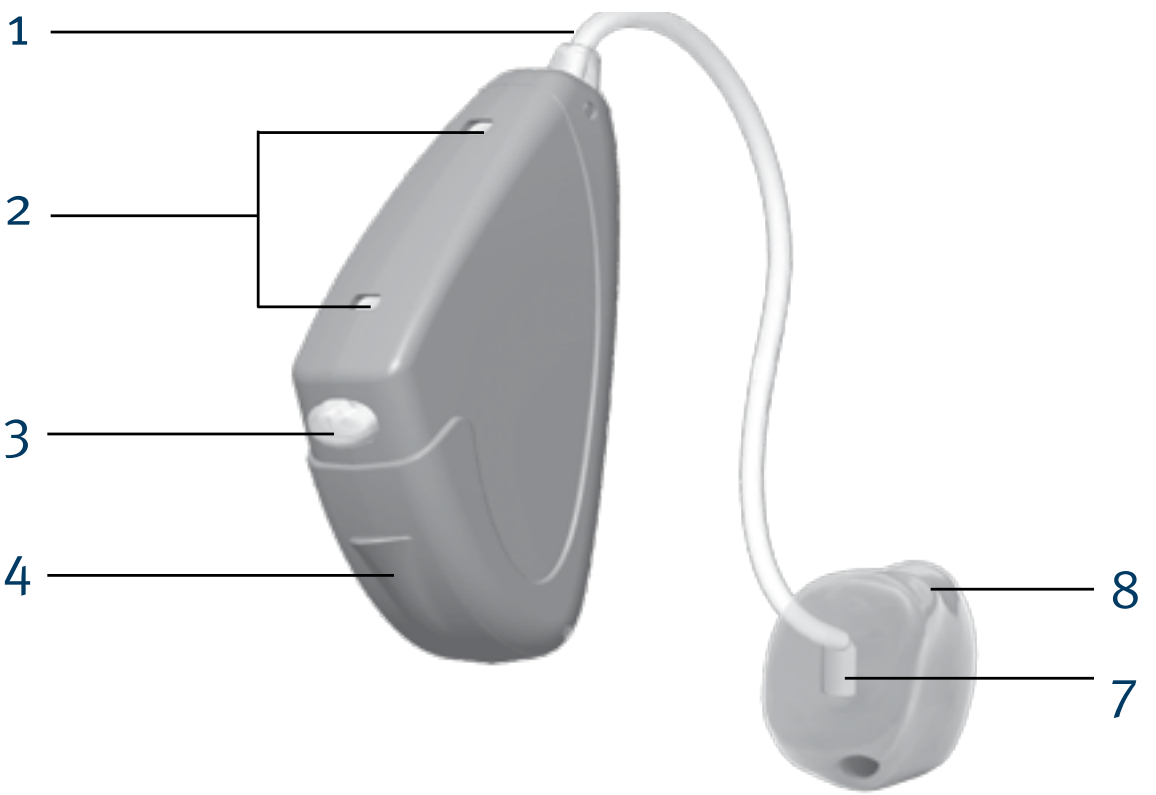
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2
3
4
8
7

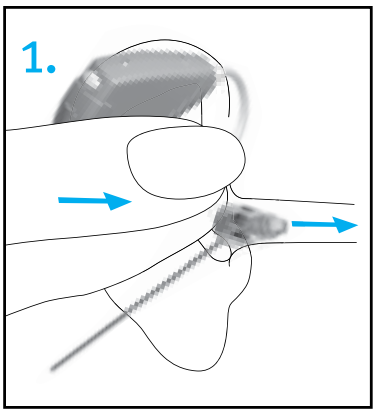
Putting your hearing aids on your ears

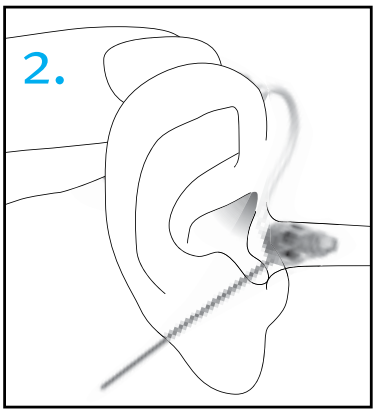
Your hearing aids may be color-coded with a small dot inside the battery door:

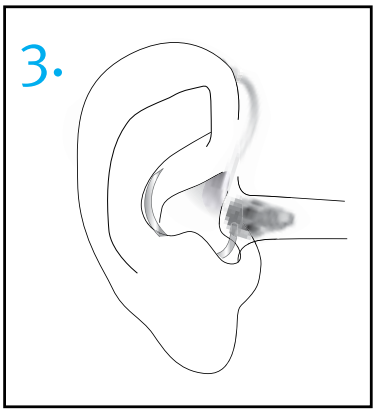
red = right ear; blue = left ear.

Moxi with tubes

1. Hold the tube where it attaches to the dome and gently push the dome into your ear canal. The tube should lie flush against your head and not stick out.
2. Place the hearing aid over the top of your ear.
3. Place the retention piece in your ear so it rests at the bottom of the opening of your ear canal.

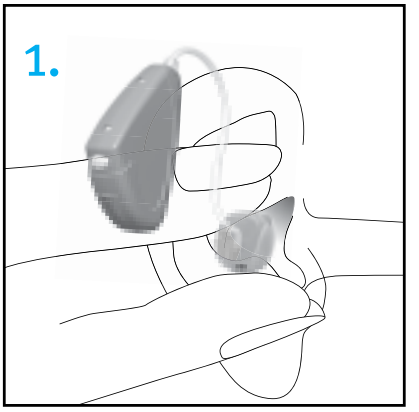


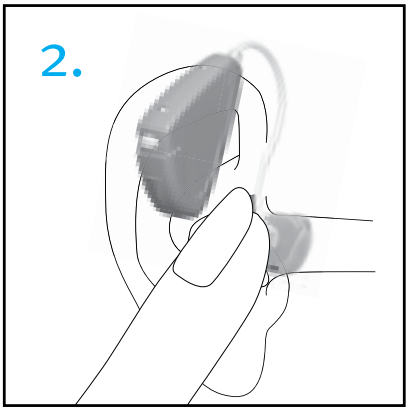


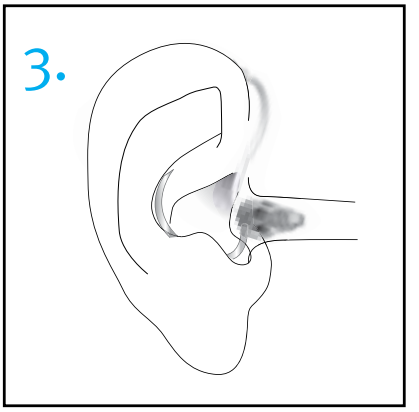


Moxi with custom shells

1. Hold the custom shell between your thumb and index finger. The opening should be pointing in towards your ear canal with the hearing aid resting upwards over the top of your ear.
2. Carefully insert the custom shell into your ear. The shell should fit into your ear snugly and comfortably.
3. Place the hearing aid over the top of your ear.







Turning your hearing aids on and off

Your hearing aids have a three-position battery door that acts as an on/off switch and that allows access to the battery compartment.

1. ON: Close the battery door fully.

Note: It may take 5 seconds before the hearing aids turn on. Your hearing healthcare provider can additionally increase the start up delay if required.

2. OFF: Partially open the battery door.
3. OPEN: Fully open the battery door to access and change the battery.

Note: When turning your hearing aid on and off while it is on the ear, grasp the top and bottom of the hearing aid with your index finger and thumb. Use the index finger of your opposite hand to open and close the battery door.

Battery information

To replace the battery, fully open the battery door for access to the battery compartment.

Low battery warning

Two long beeps indicate the hearing aid battery is low. After the low battery warning, you may experience some reduction in sound quality. This is normal and can be remedied by inserting fresh batteries into the hearing aids.

If you are not able to hear the low battery warning, your hearing healthcare professional can change the pitch or loudness of the low battery warning. If you prefer, it can be turned off entirely.

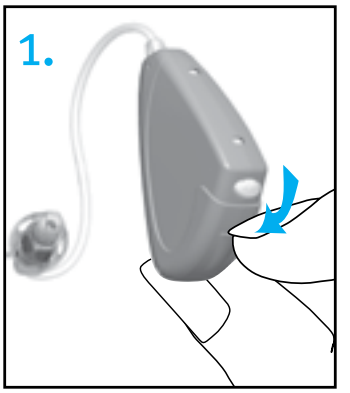
Your hearing aids are designed to generate a low battery warning every 30 minutes until you change the batteries, but depending on the condition of the batteries, they may die before another low battery warning occurs. Therefore, it is recommended that the batteries are replaced as soon as possible once you hear the low battery warning.

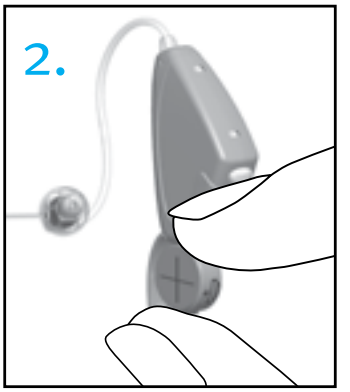
Replacing the battery

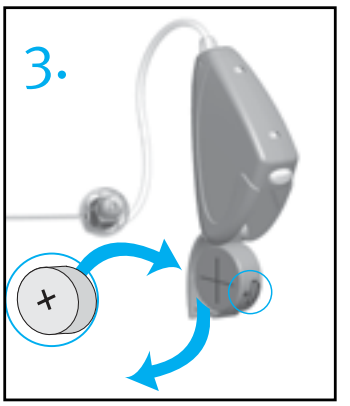
1. Gently swing out the battery door with your fingernail.
2. Grasp the battery with your thumb and index finger and remove.
3. Insert the new battery into the battery compartment with the plus (+) sign on the battery facing the same way as the plus (+) sign on the edge of the battery door. This will ensure that the battery door closes properly.

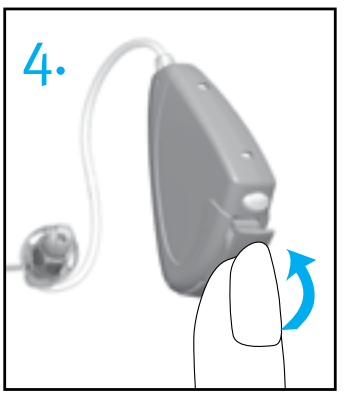
Note: If the battery is inserted incorrectly, the hearing aid will not turn on.

4. Close the battery door.









Caring for batteries

Always discard batteries in a safe and environmentally friendly way.

To prolong battery life, remember to turn your hearing aids off when not in use.

Remove the batteries and keep the battery door open while hearing aids are not in use. This will allow internal moisture to evaporate.

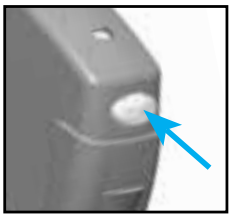
Tips for wearing hearing aids for the first time

1. Start in a quiet room at home first to get used to the new sound quality. Sounds like the ticking of a clock, the humming of the computer, the beep of the microwave or the rustling of clothes or paper may seem loud to you at first, because you have not been hearing them properly for a long time.
2. Read aloud to yourself and learn to correct the volume of your own voice when you are wearing the hearing aids.
3. Talk to different people and learn how to distinguish between different sound patterns again.
4. It will take some time before you are completely used to your hearing aids and can fully enjoy the benefits.
5. Wear your hearing aids for as many hours a day as you can, and for a little longer each day.

6. Make notes at the back of this booklet, write down difficult situations and describe what any unpleasant noises were like. This information will help your hearing healthcare professional to fine-tune the devices better for you.
7. Involve your family and friends in this familiarization period. For example, ask someone to set the television to a comfortable volume.
8. When you are beginning to get used to wearing the hearing aids, wear them in more difficult listening environments such as the office, at parties or in restaurants. This can be difficult even for people who can hear normally. Give yourself time to regain your ability to hear in these difficult situations.
9. Make your hearing aids part of your everyday life and be patient with yourself until you have retrained yourself to interpret the sounds correctly.

Operating instructions

Push button



Your hearing aids are equipped with a push button which can be set for switching between programs, adjusting your volume, or adjusting comfort-clarity control.

□ Program control

If you have an active push button program control, each time you push the button, you will move to a new program.

Program 1 (e.g. automatic program)	♪	1 beep
Program 2 (e.g. speech in noise)	♪♪	2 beeps
Program 3 (e.g. easy-t/telephone)	♪♪♪	3 beeps
Program 4 (e.g. music)	♪♪♪♪	4 beeps
Easy-t/telephone (see pg 18)	♪♪♪	short melody
DuoLink (if enabled) (see pg 16)	Opposite ear beeps the same as side being adjusted	

Your hearing aids beep to indicate which program you are in.

□ Volume control

If your push button has been configured as a volume control, you can adjust the volume level by pushing the button. Press the push button on your right hearing aid to increase the volume; press the push button on your left hearing aid to decrease the volume.

As you change the volume control, your hearing aids will beep.

Volume setting	**Beeps**	
Recommended volume level	♪	1 beep
Turning volume up	♪	short beep
Turning volume down	♪	short beep
Maximum volume level	♪♪	2 beeps
Minimum volume level	♪♪	2 beeps

□ Comfort-clarity control

If the push button has been configured as a comfort-clarity control, you can adjust the comfort or clarity by pushing the button. Press the push button on your right hearing aid to increase clarity of speech; press the push button on your left hearing aid to decrease overall noise or improve listening comfort. After each press wait for about 4-5 seconds to allow the hearing aid to adjust to the new setting.

Comfort-clarity control setting	**Beeps**	
Ideal comfort and clarity level	♪	1 beep
Increase sound clarity level	♪	short beep
Increase listening comfort	♪	short beep
Maximum sound clarity level	♪♪	2 beeps
Maximum listening comfort level	♪♪	2 beeps

As you change the comfort-clarity level, your hearing aids will beep.

DuoLink

If DuoLink is enabled, the hearing aid can also be set so that by changing the volume, programs or comfort-clarity settings on one hearing aid, both will be adjusted.

For example, if your push button is configured as a program control and DuoLink is enabled, when you press the button on your right hearing aid, the program will change on both hearing aids.

Learning

Your hearing aids will learn your adjustments in different environments, if this feature has been enabled by your hearing healthcare professional. Over time, the hearing aids will adjust the default settings to the levels that you typically use.

Your hearing healthcare professional can help you identify your different settings.

Remote control

Your hearing aids may also come with an optional remote control which allows you to switch between different listening programs, and change your volume or comfort-clarity settings.

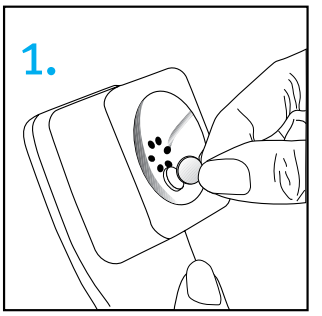
Using the telephone

As telephones do not all work the same, you may experience different results from different phones. You can use many phones by simply holding the receiver to your ear, without the need to change to a dedicated telephone program on your hearing aid. Remember to move the handset slightly up or back to find the position that sounds best to you.

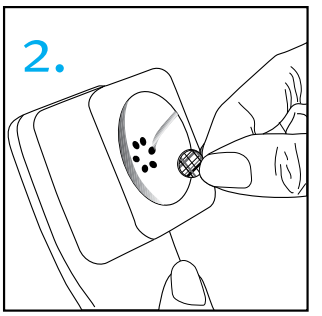
Depending on the phone type you use, your hearing healthcare professional might have selected a dedicated phone program on your hearing aids. Therefore your hearing aid may have an automatic telephone program (easy-t feature), which automatically switches you to a dedicated telephone program when your hearing aid is close to a telephone receiver. You will hear a short melody to indicate you are in the telephone (easy-t) program.

When the receiver is moved away from the hearing aid it will automatically return to the previous listening program. If the hearing aid does not switch to the telephone program automatically when the telephone receiver is placed in proximity, the magnet for easy-t hearing aids should be attached to the telephone receiver. The magnet is designed to strengthen the magnetic field at the ear piece of hearing aid compatible telephones.

To affix the optional easy-t magnet:

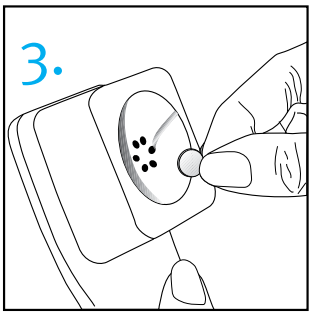


1. Clean the telephone receiver. Hold the magnet near the "listening end" of your telephone receiver and release it. The magnet will flip to the appropriate side and seek the optimal position on the telephone receiver.



2. Place the double-sided tape in this optimal position on the telephone receiver.

3. Attach the magnet to the tape.



Your hearing healthcare professional may also have set up a phone program that you can access through the push button on your hearing aids, or through your optional remote control.

If your hearing aids are configured to work with the wireless uDirect™ 2 neck worn accessory, you might benefit from a Bluetooth® hands free option. Refer to the uDirect 2 user guide for more information.

If DuoLink is enabled for the automatic phone program, both hearing aids are synchronized and the listening preference for the opposite ear will also change when an automatic phone program is activated.

Caring for your hearing aids

Open the battery door when not in use.

Always remove your hearing aids when using hair care products. The hearing aids can become clogged and cease to function properly.

Do not wear your hearing aids in the bath or shower or immerse them in water.

If your hearing aids do become wet, do not attempt to dry them in an oven or microwave. Do not adjust any controls. Open the battery doors immediately, and allow your hearing aids to dry naturally for 24 hours.

Protect your hearing aids from excessive heat (hair dryer, vehicle glove box or dashboard).

Ensure you do not twist or squeeze the tube when your hearing aids are placed in their case.

Regular use of a dehumidifier, such as a Dri-Aid kit, can help prevent corrosion and prolong the life of your hearing aids.

Do not drop your hearing aids or knock them against hard surfaces.

Cleaning your hearing aids

Ear wax is natural and common. Ensuring your hearing aids are free of ear wax is an important step in your daily cleaning and maintenance routine.

Never use alcohol to clean your hearing aids, custom molds or domes.

Do not use sharp tools to dislodge ear wax. Sticking household items into your hearing aids or custom molds can seriously damage them.

Custom shells and domes

Clean the domes and shells on the outside daily with a damp cloth. Avoid getting any water in and around the speaker units (microphone shields) and custom shells.

Note: The tubes, speakers, domes or custom shells should never be rinsed or submerged in water as water drops may block sound or damage the electrical components of the hearing aids.

Domes should be replaced by your hearing healthcare professional every 3-6 months.

If your shells require further cleaning, the speaker waxguard may be plugged and require replacing. See your hearing healthcare professional.

Signature features of your hearing aids

Comfort-clarity control

Your hearing aids automatically adjust to focus on hearing speech more clearly or providing comfort in noisy situations. Some Moxi hearing aid models provide a control to adjust comfort-clarity settings.

Adjusting the comfort-clarity control up causes your hearing aids to focus more on speech clarity. Adjusting the comfort-clarity control down causes your hearing aids to soften background noise, providing more comfort.

Comfort-clarity control adjustments can be made using the push button on your hearing aids or a remote control. Please talk with your hearing healthcare professional to find out if your hearing aids have been programmed for the comfort-clarity control.

As you adjust the comfort-clarity control, your hearing aids will gradually learn your preferred comfort-clarity settings.

DuoLink

With DuoLink, your hearing aids wirelessly communicate with each other. As you make a program, comfort-clarity or volume change on one hearing aid, the other hearing aid automatically changes as well.

Binaural Phone

The Binaural Phone feature enables you to hold a landline or mobile phone to one ear and hear the sound clearly in both ears. No accessories are required.

uDirect 2 and uTV 2

The uDirect™ 2 and uTV™ 2 are optional accessories for Moxi hearing aids.

uDirect 2 provides easy, hands-free access to Bluetooth enabled devices, such as mobile phones. It also has a wired audio jack to plug in devices like MP3 players. uDirect 2 also provides remote control functions to adjust your hearing aids for increased listening comfort.

uTV 2 is used with the uDirect 2 to transmit sound from your TV directly to your hearing aids. The uTV 2 can also transmit sound from stereo systems, computers and other audio sources.

For more information on using the uDirect 2 or uTV 2, please see the user guide for that accessory. For information on how to get a uDirect 2 or uTV 2 accessory, please contact your hearing healthcare professional.

Assistive listening devices

Listening in public places

Telecoils pick up electromagnetic energy and convert it into sound. Your hearing aid's telecoil option can help you listen in public places equipped with telecoil compatible assistive listening devices such as a loop system. When you see this symbol, it means that there is a loop system installed; this loop system is compatible with your hearing aid. Please contact your hearing healthcare professional for more information on loop systems.

Troubleshooting guide

Cause	Possible remedy
No sound	
Not turned on	Turn on
Low/dead battery	Replace battery
Poor battery contact	Consult your hearing healthcare professional
Battery upside down	Insert battery plus (+) side up
Custom shells/ domes blocked with ear wax	Clean custom shells/ domes. See “Cleaning your hearing aids”. Consult your hearing healthcare professional.
Plugged microphone shield	Consult your hearing healthcare professional

Cause	Possible remedy
Not loud enough	
Low volume	Turn up volume; see hearing healthcare professional for models without a manual volume control or if problem persists.
Low battery	Replace battery
Custom shells/ domes not inserted properly	See “Putting your hearing aids on your ears”. Reinsert carefully.
Change in hearing	Consult your hearing healthcare professional
Custom shells/domes blocked with ear wax	Clean custom shells/ domes. See “Cleaning your hearing aids”. Consult your hearing healthcare professional.
Plugged microphone shield	Consult your hearing healthcare professional

Cause	Possible remedy
Intermittent	
Low battery	Replace battery
Dirty battery contact	Consult your hearing healthcare professional
Two long beeps	
Low battery	Replace battery
Whistling	
Custom shells/ domes not inserted properly	Remove and reinsert carefully
Hand/clothing near ear	Remove hand/clothing from ear
Poorly fitting custom shells/domes	Consult your hearing healthcare professional

Cause	Possible remedy
Not clear, distorted	
Poorly fitting custom shells/domes	Consult your hearing healthcare professional
Custom shells/ domes blocked with ear wax	Clean custom shells/ domes. See “Cleaning your hearing aids”. Consult your hearing healthcare professional.
Low battery	Replace battery
Plugged microphone shield	Consult your hearing healthcare professional
Custom shells/domes falling out of ear	
Poorly fitting custom shells/domes	Consult your hearing healthcare professional
Custom shells/domes not inserted properly	See “Putting your hearing aids on your ears”. Reinsert carefully.

Cause	Possible remedy
Weak on the telephone	
Telephone not positioned properly	Move telephone receiver around ear for clearer signal. See “Using the telephone”.
Hearing aid requires adjustment	Consult your hearing healthcare professional

For any problems not listed in the guide, contact your hearing healthcare professional.

Warnings

⚠ Hearing aids should only be used as directed by your physician or hearing healthcare professional.

⚠ Hearing aids will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions.

⚠ Do not use your hearing aids in explosion hazard areas.

⚠ Allergic reactions to hearing aids are unlikely. However, if you experience itching, redness, soreness, inflammation or a burning sensation in or around your ears, inform your hearing healthcare professional and contact your physician.

⚠ In the unlikely case that any parts remain in the ear canal after the removal of the hearing aid, contact a physician immediately.

⚠ Remove your hearing aids for CT and MRI scans or for other electromagnetic procedures.

⚠ Special care should be exercised in wearing hearing aids when maximum sound pressure levels exceed 132 decibels. There may be a risk of impairing your remaining hearing. Speak with your hearing healthcare professional to ensure the maximum output of your hearing aids is suitable for your particular hearing loss.

Easy-t magnet warnings

⚠ Be sure the magnet is securely affixed to the telephone.

⚠ Keep loose magnets out of reach of children and pets.

⚠ If the magnet falls into your ear, contact your hearing healthcare professional.

⚠ If the magnet is swallowed, contact your physician immediately.

⚠ The magnet may affect some medical devices or electronic systems. Always keep the magnet (or the telephone equipped with the magnet) at least 30 cm (12”) away from pacemakers, credit cards, floppy disks or other magnetically sensitive devices.

⚠ Too high distortion during dialing or phoning may mean that the phone handset is stressed by the magnet. To avoid any damage, please move the magnet to another place on the telephone receiver.

Battery warnings

⚠ Never leave hearing aids or batteries where small children and pets can reach them.

⚠ Never put hearing aids or batteries in your mouth. If a hearing aid or battery is swallowed, call a physician immediately.

Precautions

⚠ The use of hearing aids is only part of hearing rehabilitation; auditory training and lip reading instruction may be required as well.

⚠ In most cases, infrequent use of hearing aids does not provide full benefit. Once you have become accustomed to your hearing aids, wear your hearing aids everyday all day.

⚠ Your hearing aids use the most modern components to provide the best possible sound quality in every listening situation. However, communication devices such as digital cell phones can create interference (a buzzing sound) in hearing aids. If you experience interference from a cell phone being used close by, you can minimize this interference in a number of ways. Switch your hearing aids to another program, turn your head in a different direction or locate the cell phone and move away from it.

Note to hearing healthcare professional

⚠ Domes should never be fitted on patients with perforated eardrums, exposed middle ear cavities, or surgically altered ear canals. In the case of such a condition, we recommend to use a customized ear mold.

Labeling

The serial number and year of manufacture are located inside the battery door.

Warning to hearing aid dispensers (to comply with the U.S. Food and Drug Administration (FDA) regulations)

A hearing aid dispenser should advise a prospective hearing aid user to consult promptly with a licensed physician (preferably an ear specialist) before dispensing a hearing aid if the hearing aid dispenser determines through inquiry, actual observation, or review of any other available information concerning the prospective user, that the prospective user has any of the following conditions: (i) Visible congenital or traumatic deformity of the ear. (ii) History of active drainage from the ear within the previous 90 days. (iii) History of sudden or rapidly progressive hearing loss within the previous 90 days. (iv) Acute or chronic dizziness. (v) Unilateral hearing loss of sudden or recent onset within the previous 90 days. (vi) Audiometric air-bone gap equal to or greater than 15 decibels at 500 hertz (Hz), 1,000 Hz, and 2,000 Hz. (vii) Visible evidence of significant cerumen accumulation or a foreign body in the ear canal. (viii) Pain or discomfort in the ear. Special care should be exercised in selecting and fitting a hearing aid whose maximum sound pressure level exceeds 132 decibels because there may be risk of impairing the remaining hearing of the hearing aid user. [This provision is required only for those hearing aids with a maximum sound pressure capability greater than 132 decibels (dB).]

Important notice for prospective hearing aid users

Good health practice requires that a person with a hearing loss have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before purchasing a hearing aid.

Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists or otorhinolaryngologists. The purpose of medical evaluation is to assure that all medically treatable conditions that may affect hearing are identified and treated before the hearing aid is purchased. Following the medical evaluation, the physician will give you a written statement that states that your hearing loss has been medically evaluated and that you may be considered a candidate for a hearing aid. The physician will refer you to an audiologist or a hearing aid dispenser, as appropriate, for a hearing aid evaluation. The audiologist or hearing aid dispenser will conduct a hearing aid evaluation to assess your ability to hear with and without a hearing aid. The hearing aid evaluation will enable the audiologist or dispenser to select and fit a hearing aid to your individual needs. If you have reservations about your ability to adapt to amplification, you should inquire about the availability of a trial-rental or purchase-option program. Many hearing aid dispensers now offer programs that permit you to wear a hearing aid for a period of time for a nominal fee after which you may decide if you want to purchase the hearing aid. Federal law restricts the sale of hearing aids to those individuals who have obtained a medical evaluation from a licensed physician. Federal law permits a fully informed adult to sign a waiver statement declining the medical evaluation for religious or personal beliefs that preclude consultation with a physician. The exercise of such a waiver is not in your best health interest and its use is strongly discouraged.

Children with hearing loss

In addition to seeing a physician for a medical evaluation, a child with a hearing loss should be directed to an audiologist for evaluation and rehabilitation since hearing loss may cause problems in language development and the educational and social growth of a child. An audiologist who is qualified by training and experience to assist in the evaluation and rehabilitation of a child with hearing loss is recommended.

Compliance information

Declaration of conformity

Hereby Unitron declares that this Unitron product meets the requirements of the Medical Devices Directive 93/42/EEC as well as the Radio and Telecommunications Terminal Equipment Directive 1999/5/EC. The full text of the Declaration of Conformity can be obtained from the manufacturer.

The hearing aid described in this user guide is certified under:

Standard hearing system

USA FCC ID: VMY-UWCRT1

Canada IC: 2756A-UWCRT1

Notice 1

This device complies with Part 15 of the FCC Rules and with RSS-210 of Industry Canada. Operation is subject to the following two conditions:

1) this device may not cause harmful interference, and
2) this device must accept any interference received, including interference that may cause undesired operation.

Notice 2

Changes or modifications made to this device not expressly approved by Unitron may void the FCC authorization to operate this device.

Notice 3

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules and ICES-003 of Industry Canada. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This device generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this device does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the device into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help

Client feedback

Record your specific needs or concerns and bring to your first office visit after getting your hearing aids.

This will help your hearing healthcare professional to address your needs.

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Additional notes

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